

**Statement of Work  
Systems Support Services  
Office of Application Services, AME-210**

**Task Reference No.: T272**

**Task Name: Systems Support Service, AME-210**

**Work Originator: AME-210**

**Date: 09/28/2010**

**Task Type: Firm Fixed Price - Level of Effort**

**Period of Performance: 03/10/2011 – 02/29/2012**

**A. WORK DESCRIPTION:**

1. Contractor shall provide support necessary to accomplish documentation requirements.

**B. ADMINISTRATIVE CONSIDERATIONS:**

**Performance Schedule:**

Contractor will participate in the Enterprise and Departmental Systems Division for the Enterprise Services Center (ESC) in relation to AME-210 projects.

Contractor provides technical writing skills necessary to maintain required documentation standards as set forth by CMMI and ISO processes currently utilized in AME. Documents weekly, bi-weekly, and monthly meetings for the Emerging Technology Team, the Delphi datawarehouse team and Rack Linux Upgrade team by providing minutes and action items from the meeting and distributes to attendees for approximately 80 meetings per month. Technical writing is required to take meeting minutes, assist with the formatting of documentation for the teams' daily meetings and white papers. Approximately 20-30 white papers are produced per month with daily meetings of requirements for the white paper development. All documentation provided includes writing skills in the area of finalizing documents in the prescribed format as shown on the AME Project Management Office (PMO) Knowledge Sharing Network (KSN) for all CMMi documentation provided at this link

<https://ksn.faa.gov/km/arc/amc/esc/ame/ame10/amepmo/default.aspx>, and utilizing the documentation requirements listed at the Aeronautical Center KSN provided at this link <https://ksn.faa.gov/km/arc/amc/qms/default.aspx> for all non-system processes.

**Place of Performance:** Workstations within the financial services facility located at the Mike Monroney Aeronautical center in Oklahoma City, Oklahoma will be made available to the contractor personnel providing support to existing Delphi Customers and upgrades.

**Work Schedule:** Services are to be performed on-site Monday through Friday (excluding federal holidays and facility closures) between the operating hours of 0600 to 1800. If applicable, the contractor will be notified two (2) weeks prior to any shift change. The task leader must insure adequate resource (contractor) coverage each business day.

In an emergency situation or upon execution of the organization's Continuity of Operations Plan (COOP) the COTR will provide guidance on work requirements through the contracting officer. In the event communication with the contracting officer is not available, the COTR will provide the work requirement to the contracting officer as soon as possible.

**Inspection and Acceptance:** Inspection and acceptance criteria will be based upon guidelines set forth in the Delphi Program charter. Upon completion of each task phase, COTR will review the final products and COTR will indicate written acceptance of completion of the task phase.

### **C. PRIVACY AND SECURITY**

**Clearance:** A Level 5 security clearance is required for all contractors on this task.

**Privacy:** All data involved in this task will pertain to the Privacy Act.

### **D. GOVERNMENT SUPPORT PROVIDED:**

**Facilities and Equipment:** The Government will provide desk space, telephone service, User-ID and Passwords, and access to the client server hardware as appropriate through the duration of this task.

**Programming manuals and supplies:** If services are provided at Government facilities, the Government shall make all necessary manuals/documents available for all software/hardware tools required for the contractor support to perform their duties in relationship to executing this task. Also, the Government will provide administrative supplies such as pens, pencils, notepads, etc. All items as identified and furnished by the Government will be returned at the completion of the task.

### **E. PERSONNEL:**

**Task Leadership:** The task leader shall be required to work closely with the AME210 project but is not required to be on-site at all times. The task leader will designate alternate support and notification of this change will be provided to the FAA.

### **Qualifications:**

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Contractor personnel shall have extensive detail oriented skills to meet the documentation standards required.

**Standards and Reference:** The contractor will utilize established standards and/or procedures as defined by the FAA in the performance of this task. All documentation associated with this task must meet the Aeronautical Center guidelines and the established project management and documentation policies and procedures that will be made available to the contractor at all times throughout the duration of this task.

**F. DELIVERABLES:**

Monthly status reports are required. This report must provide a current assessment of all tasks.

Documentation requirements are outlined by utilizing the templates provided. All contractor personnel are required to attend meetings for capturing of minutes, document action items and return final product within one business day. Support also ensures all documents meet the standards set forth by CMMI and ISO.